



PRODUCT DESCRIPTION

DEPARTMENT OF VETERANS AFFAIRS

Office of Information & Technology

**Veterans Health Administration, Office of Finance, Managerial Cost Accounting
Office**

Allscripts Sunrise Decision Support™ Software Maintenance

Date: April 24, 2014

TAC-15-14378

Product Description Version Number: 2.0

**Sunrise Decision Support Software Maintenance Contract
TAC-15-14378**

PRODUCT DESCRIPTION

1. BACKGROUND:

The mission of the Department of Veterans Affairs (VA), Office of Information & Technology (OIT), and Veterans Health Administration (VHA) is to provide benefits and services to Veterans of the United States. In meeting these goals, OIT strives to provide high quality, effective, and efficient Information Technology (IT) services to those responsible for providing care to the Veterans at the point-of-care as well as throughout all the points of the Veterans' health care in an effective, timely and compassionate manner. VA depends on Information Management/Information Technology (IM/IT) systems to meet mission goals.

Veterans Health Administration, Office of Finance, Managerial Cost Accounting Office has a requirement for ongoing annual maintenance and support of existing Sunrise Decision Support™ from Allscripts Healthcare Solutions, Inc., software that is currently used by VA as its designated Managerial Cost Accounting (MCA) system. This software is designated as the system to exclusively provide VA with compliance to Public Law 101-576 (CFO Act of 1990) and its government-wide cost accounting standards (Per MEMORANDUM dated November 6, 1998 by the Acting Undersecretary of Health and VHA Chief Financial Officer). More recently, VHA DIRECTIVE 2012-031, "mandates the use of VHA Decision Support System (DSS) to meet the Federal Government's Managerial Cost Accounting (MCA) requirements."

2. PERFORMANCE OF PERFORMANCE:

The period of performance shall be one 12-month base period with two 12-month option periods.

3. PLACE OF PERFORMANCE:

Tasks under this Product Description (PD) shall be performed at the Contractor's facility.

4. TRAVEL

The Government anticipates travel under this effort to perform the tasks associated with the effort, as well as to attend program-related meetings or conferences through the period of performance. Include all estimated travel costs in your firm-fixed price line items. These costs will not be directly reimbursed by the Government.

The total estimated number of trips per year in support of the program related meetings for this effort is seven. One three-day programmer meeting held at Bedford, Massachusetts VA Medical Center, to conduct annual enhancement planning supporting changing VA business needs and/or to improve usability of the software, with

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attendance for up-to six contractor staff. And six trips per year by the Allscripts programmers for two contractor staff to Managerial Cost Accounting Office in Bedford Massachusetts to collaborate on enhancement specifications and technical design that address VA business needs.

Base:

Purpose/Location	# of Trips	Duration of Each Meeting	# of Attendees
Annual Planning at Bedford VAMC	1	Three days	Six
Enhancement Meeting at Bedford VAMC	6	One day	Two

Option Period One:

Purpose/Location	# of Trips	Duration of Each Meeting	# of Attendees
Annual Planning at Bedford VAMC	1	Three days	Six
Enhancement Meeting at Bedford VAMC	6	One day	Two

Option Period Two:

Purpose/Location	# of Trips	Duration of Each Meeting	# of Attendees
Annual Planning at Bedford VAMC	1	Three days	Six
Enhancement Meeting at Bedford VAMC	6	One day	Two

5. REQUIREMENTS

The Contractor shall provide all periodic and recommended maintenance releases, updates, versions and upgrade services and VA requested modifications for Sunrise Decision Support™ from Allscripts Healthcare Solutions, Inc., software and its database management system (DBMS), Rocket Software's Model 204 included in this PD.

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6. MAINTENANCE SERVICE AND SUPPORT

Description	Quantity
Software Maintenance for Sunrise Decision Support	1
Software Enhancements for Sunrise Decision Support	1
Help Desk Support for Sunrise Decision Support and DBMS	1

6.1 Maintenance of the Software

Contractor will maintain the System, including VA specific code (i.e., Software Enhancements), in a production-ready state. Contractor shall provide appropriate software modifications when the software malfunctions. This shall also apply to all code malfunctions, which reside in the specific code generated for VA by Contractor or COTS software. Any alterations shall not void the warranty the VA currently has with Allscripts software. Contractor will support the System's hosting infrastructure, Austin Information Technology Center with the software Operating System for IBM z9 – 2094-504 mainframe by providing trouble-shooting and testing, when necessary.

Contractor shall provide and install all periodic software maintenance releases and new version product updates for Sunrise Decision Support and Database Management System (DBMS). These maintenance releases shall be fully tested and include and include technical documentation fully describing the release, update, version and/or upgrade and installation instructions.

Contractor shall make available to VA all technical and user manuals pertinent to the software covered under this contract. This shall include Sunrise Decision Support and Database Management System (DBMS). This documentation shall be available in the most current version of Microsoft® Word or Adobe Acrobat Reader®. Any data first produced will be delivered to VA with unlimited rights.

6.2 Software Enhancement Maintenance

Contractor shall maintain the existing software functionality and support efficiency and effectiveness enhancements to VA's DSS operating system, existing Allscripts software code and VA custom code to accommodate changing requirements, management initiatives, and reporting needs within and across software regions to include incorporating new inputs to the processing cycle, fiscal year conversions, and support efficiency initiatives that affect Database Management System (DBMS) and/or Allscripts software or VA customized code.

6.3 Help Desk Support

Contractor will, via telephone and email, troubleshoot and resolve issues presented by

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VA MCA Help Desk. Help Desk Issues are referred to the Contractor on an almost daily basis. Contractor shall also respond to any urgent Help Desk issues within one business hour during normal business hours 8:00 AM – 5:00PM ET. Historically, the number of times urgent support issues has been required is two-to-three times annually.

7. SCHEDULE FOR DELIVERABLES

Inspection: Destination

Acceptance: Destination

Free on Board (FOB): Destination

Ship To and Mark For:

Primary: Name: J. Ned Shamon
Address: VHA MCAO
200 Springs Road BLDG 8
Bedford, MA 01730
Voice: 617-378-1867
Email: ned.shamon@va.gov

Alternate: Name: Roger Tillson
Address: VHA MCAO
200 Springs Road BLDG 8,
Bedford, MA 01730
Voice: 781-687-4723
Email: roger.tillson@va.gov

8. INFORMATION SECURITY CONSIDERATIONS:

The Certification and Accreditation (C&A) requirements do not apply and a Security Accreditation Package is not required.

All VA sensitive information shall be protected at all times in accordance with local security field office System Security Plans (SSP's) and Authority to Operate (ATO)'s for all systems/LAN's accessed while performing the tasks detailed in this Product Description.

- a. **A prohibition on unauthorized disclosure:** "Information made available to the contractor or subcontractor by VA for the performance or administration of this contract or information developed by the contractor in performance or administration of the contract shall be used only for those purposes and shall not be used in any other way without the prior written agreement of the VA." See VA handbook 6500.6, Appendix C, paragraph 3.a.
- b. **A requirement for data breach notification:** Upon discovery of any known or suspected security/privacy incidents, or any unauthorized disclosure of sensitive

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information, including that contained in system(s) to which the contractor/subcontractor has access, the contractor/subcontractor shall immediately and simultaneously notify the COR, the designated ISO, and Privacy Officer for the contract. The term “security incident” means an event that has, or could have, resulted in unauthorized access to, loss or damage to VA assets, or sensitive information, or an action that breaches VA security procedures. See VA Handbook 6500.6, Appendix C, paragraph 6.a.

- c. A requirement to pay liquidated damages in the event of a data breach: “In the event of a data breach or privacy incident involving SPI the contractor processes or maintains under this contract, the contractor shall be liable to VA for liquidated damages for a specified amount per affected individual to cover the cost of providing credit protection services to those individuals.” See VA handbook 6500.6, Appendix C, paragraph 7.a., 7.d.
- d. A requirement for annual security/privacy awareness training: “Before being granted access to VA information or information systems, all contractor employees and subcontractor employees requiring such access shall complete on an annual basis either: (i) the VA security/privacy awareness training (contains VA security/privacy requirements) within 1 week of the initiation of the contract, or (ii) security awareness training provided or arranged by the contractor that conforms to VA’s security/privacy requirements as delineated in the hard copy of the VA security awareness training provided to the contractor. If the contractor provides their own training that conforms to VA’s requirements, they will provide the COR or CO, a yearly report (due annually on the date of the contract initiation) stating that all applicable employees involved in the VA’s contract have received their annual security/privacy training that meets VA’s requirements and the total number of employees trained. See VA Handbook 6500.6, Appendix C, paragraph 9.
- e. A requirement to sign VA’s Rules of Behavior: “Before being granted access to VA information or information systems, all contractor employees and subcontractor employees requiring such access shall sign on annual basis an acknowledgement that they have read, understand, and agree to abide by VA’s Contractor Rules of Behavior which is attached to this contract.” See VA Handbook 6500.6, Appendix C, paragraph 9, Appendix D. Note: If a medical device vendor anticipates that the services under the contract will be performed by 10 or more individuals, the Contractor Rules of Behavior may be signed by the vendor’s designated representative. The contract must reflect by signing the Rules of Behavior on behalf of the vendor that the designated representative agrees to ensure that all such individuals review and understand the Contractor Rules of Behavior when accessing VA’s information and information systems.

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9. POINT OF CONTACT:

VA Program Manager:

Name: Eric Burgess, VHA Acting Associate CFO

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Voice: 781-687-4700

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